

Staff Handbook

Footprint School of Business (FSOB)

www.fsob.co.uk

Supporting Excellence in Online Teaching, Assessment, and Quality Assurance

1. Introduction

Welcome to the Footprint School of Business (FSOB). This handbook provides you with essential information about your role, our systems, and the ways we support one another to deliver high-quality education.

FSOB is a fully online provider delivering programmes in Business, Health & Social Care, Digital Technologies at Levels 3 to 6. We are committed to providing accessible, inclusive, and high-standard education through qualified staff, strong digital systems, and robust internal processes.

2. Communication Systems and Procedures

Effective communication is vital to how we operate as a distributed team. FSOB has set up multiple systems to ensure that all staff stay connected and informed:

- **Weekly Operational Bulletins:** Sent each Monday to all staff, these contain key updates on learner progress, deadlines, and policy changes.
- **Microsoft Teams & Zoom:** Used for live meetings, project discussions, and internal chats. Each programme has a dedicated Teams channel.
- **SharePoint:** Secure storage and document control for assessment templates, IQA forms, and policy documents.
- **Academic Query Forms:** A digital form that allows tutors and IQAs to raise academic or delivery concerns. Responses are managed by the Quality Lead or Centre Manager.

3. Meetings and Standardisation Activities

To maintain quality and alignment across programmes, FSOB schedules the following collaborative activities:

- **Monthly Team Meetings:** Centre-wide updates, learner engagement, and sharing of best practices.
- **Quarterly Standardisation Workshops:** Led by IQAs to ensure consistent application of assessment criteria.

- **Fortnightly Drop-in IQA Clinics:** Informal sessions for discussing assessment issues and getting guidance.
- **Annual Programme Review:** Reflective session at the end of each academic year to assess success rates and areas for development.

4. Staff Induction and Ongoing Development

4.1 New Staff Induction

All new staff undergo a structured induction process that includes:

- An overview of FSOB's mission, structure, and qualification expectations.
- Training in FSOB's systems: TutorPro (LMS), e-Portfolio, Teams, and SharePoint.
- Briefings on key policies: academic integrity, learner support, appeals, and assessment.
- Assessment guidance: includes templates, planning tools, and examples of good practice.

4.2 Continuous Professional Development (CPD)

- **Termly CPD Workshops:** Cover areas such as inclusive pedagogy, online delivery, and effective feedback.
- **Annual Appraisal and Development Plan:** Each staff member is supported to identify goals for professional growth.
- **Progression Pathways:** FSOB funds staff to pursue qualifications like TAQA, DET, PGCE, or membership in bodies such as SET or HEA.

5. Staffing Structure and Roles

FSOB operates with a competent and qualified team distributed across the UK. All teaching and assessment are delivered remotely.

All academic staff are qualified to teach and assess at least one level above their delivery level and are supported with ongoing CPD.

6. Delivery Model and Digital Tools

FSOB is a 100% online centre. We use the following platforms to deliver teaching, assessment, and support:

- **TutorPro (LMS):** Hosts learning materials, submission points, and learner progress tracking.
- **Microsoft Teams:** Used for all live sessions, tutorials, and staff communication.
- **Cloud Storage:** Secure and encrypted document storage with role-based access.
- **Compliance:** All platforms adhere to UK GDPR and internal data handling policies.

7. Safeguarding and Risk Management in Digital Delivery

FSOB takes digital safeguarding seriously and maintains a clear framework to protect learners and staff in the online space:

- **Staff Training:** Includes induction and refresher courses in safeguarding, data protection, and online protocols.
- **Learner Induction:** Covers digital safety, responsible use of platforms, and how to report concerns.
- **Incident Reporting:** Any issues must be reported promptly to the Centre Manager via the designated procedure.
- **Safeguarding Officer:** Oversees all concerns and ensures procedures are followed.

8. Workload and Capacity Planning

To ensure sustainable and high-quality delivery:

- **Assessor-Learner Ratio:** Maintained at 1:15 to allow detailed and timely learner feedback.
- **Workload Monitoring:** Each staff member has a termly reviewed allocation for teaching, marking, and learner support.
- **Recruitment Planning:** Staff levels are reviewed regularly, and recruitment/training decisions are made to meet learner demand.

9. Code of Conduct and Expectations

All FSOB staff are expected to:

- Uphold the values of integrity, fairness, and respect.
- Maintain professional and timely communication.
- Engage fully in CPD and team activities.
- Follow all FSOB policies and quality assurance procedures.

10. Contact and Support

If you need support, please contact:

- **Academic or IQA Concerns:** quality@fsob.co.uk
- **Administrative Issues:** admin@fsob.co.uk
- **General Enquiries:** info@fsob.co.uk
- **Financial Queries:** finance@fsob.co.uk

Thank you for your continued commitment to learner success and educational excellence. We are pleased to have you as part of our FSOB academic community.